



**Code: 3942**

Family: Health and Human Services

Service: Health and Welfare

Group: Medical and Social Service

Series: Human Service

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## **CLASS TITLE: DIRECTOR OF FIELD OPERATIONS**

### **CHARACTERISTICS OF THE CLASS**

Under direction, manages the programs and operations of community service centers to ensure the delivery of services to clients, and performs related duties as required

### **ESSENTIAL DUTIES**

- Supervises District Managers responsible for the provision of family maintenance and community outreach services offered to clients through community service centers and field sites throughout the City
- Develops program policies and objectives to standardize, coordinate, and improve the efficiency of service delivery to clients
- Directs the implementation of reporting procedures to ensure programmatic and budgetary compliance with funding source guidelines
- Reviews monthly reports and confers with managers and other senior staff to monitor and assess the quality and level of social service provided
- Plans and develops social service programs to respond to identified community needs
- Administers operating budgets for center facilities and social service programs
- Directs the selection, evaluation, and development of division staff
- Prepares management reports and meets with Deputy Commissioner to review and discuss program status and policy directives
- Meets with community organizations to discuss issues concerning the delivery and availability of social services
- Participates in various government and community task forces to develop policy recommendations aimed at providing needed social services to clients, as required

**NOTE:** *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

### **MINIMUM QUALIFICATIONS**

#### **Education, Training, and Experience**

- Graduation from an accredited college or university with a Bachelor's degree in the Social Sciences, Public Administration, Business Administration or a directly related field, plus six years of community or social service program experience of which four years are in a supervisory role related to the responsibilities of this position; or an equivalent combination of education, training and experience

#### **Licensure, Certification, or Other Qualifications**

- A valid State of Illinois driver's license is required

### **WORKING CONDITIONS**

- General office environment

**EQUIPMENT**

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, modems)

**PHYSICAL REQUIREMENTS**

- No specific requirements

**KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS****Knowledge**

Considerable knowledge of:

- \*social service program management and resources
- \*management and supervisory methods, practices, and procedures

Some knowledge of:

- geographical locations in the City
- applicable federal, state, local laws, regulations, and ordinances
- budget preparation and management methods and procedures
- \*case management methods and procedures
- \*record keeping methods, practices, and procedures

Knowledge of applicable City and department policies, procedures, rules, regulations, and ordinances

Other knowledge as required for successful performance in the District Manager-Human Services class

**Skills**

- \*ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- \*ACTIVE LISTENING - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- \*CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- \*LEARNING STRATEGIES - Select and use training/instructional methods and procedures appropriate for the situation when learning or teaching new things
- \*COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- \*COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- \*INSTRUCTING - Teach others how to do something
- \*NEGOTIATION - Bring others together and trying to reconcile differences
- \*SERVICE ORIENTATION - Actively look for ways to help people
- \*SOCIAL PERCEPTIVENESS - Demonstrate awareness of others' reactions and understand why they react as they do

- \*JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

Other skills as required for successful performance in the District Manager-Human Services class

### **Abilities**

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- WORK WITH NUMBERS - Add, subtract, multiply, or divide quickly and correctly
- COME UP WITH IDEAS - Come up with a number of ideas about a topic
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns
- ORGANIZE INFORMATION - Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations)
- REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

Other abilities as required for successful performance in the District Manager-Human Services class

### **Other Work Requirements**

- PERSISTENCE - Persist in the face of obstacles on the job
- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
- CONCERN FOR OTHERS - Demonstrate sensitivity to others' needs and feelings and be understanding and helpful on the job
- STRESS TOLERANCE - Accept criticism and deal calmly and effectively with high stress situations
- ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- INDEPENDENCE - Develop own ways of doing things, guide oneself with little or no supervision, and depend mainly on oneself to get things done

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- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems

Other characteristics as required for successful performance in the District Manager-Human Services class

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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

\* May be required at entry.

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City of Chicago  
Department of Human Resources  
July 2010 (Valtera Corporation)